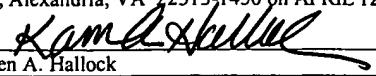




CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop MISSING PARTS, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on APRIL 12, 2004.

Signed:


Karen A. Hallock

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appln. No.	:	10/642,387	Confirmation No.:	9477
Applicant	:	MARK D. ANDERSON et al.		
Filed	:	August 15, 2003		
TC/A.U.	:	2122		
Examiner	:	Unassigned		
Docket No.	:	RATLP004C3		
Customer No.	:	26541		
Title	:	Remote Monitoring of Computer Programs		

Mail Stop MISSING PARTS
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

PRELIMINARY AMENDMENT A

Sir:

Please amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 7 of this paper.